GWELLIANT CYMRU | IMPROVEMENT CYMRU

GIG CYMRU NHS WALES

All Wales Dementia Pathway of Standards

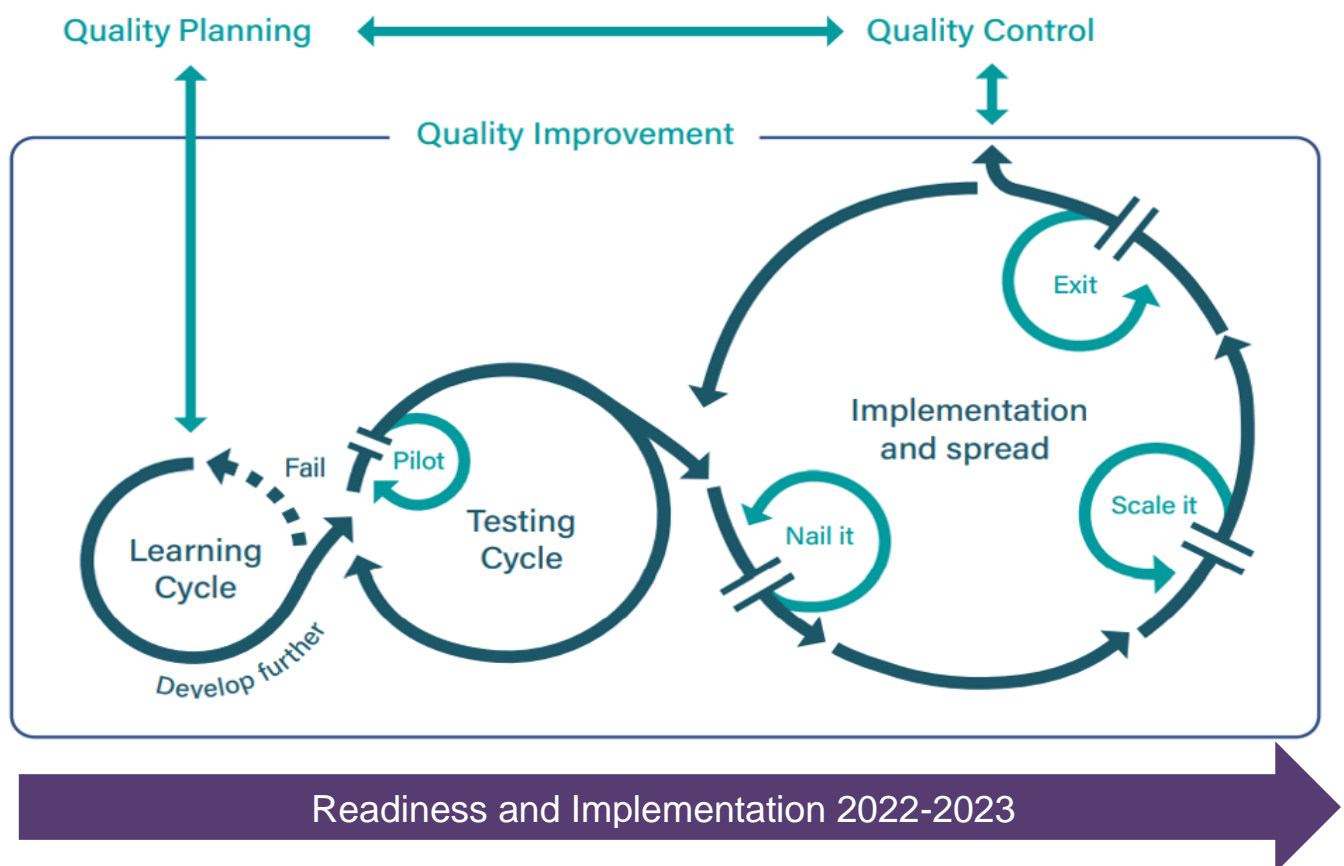Workstream 5: Workforce Development and Measurement

Improvement Cymru Aims

To achieve our aim, we have three strategic priorities:

- **Support health and care organisations to redesign and continuously improve the service they provide.**

- **Support a focus on reduction in avoidable harm and safety within systems of care.**

- **Sustainably build improvement capability within the health and care system.**

Delivery Framework

The Improvement Cymru Delivery Framework offers a systematic, repeatable process that adapts to the specific needs of each regional context and provides opportunities for learning, testing and sharing ideas. It seeks to support organisations and health and care professionals to navigate the stages of adoption in the critical early stages by enabling the testing and co-producing of improvements. The framework supports the readiness and implementation phases of the dementia pathway of standards.
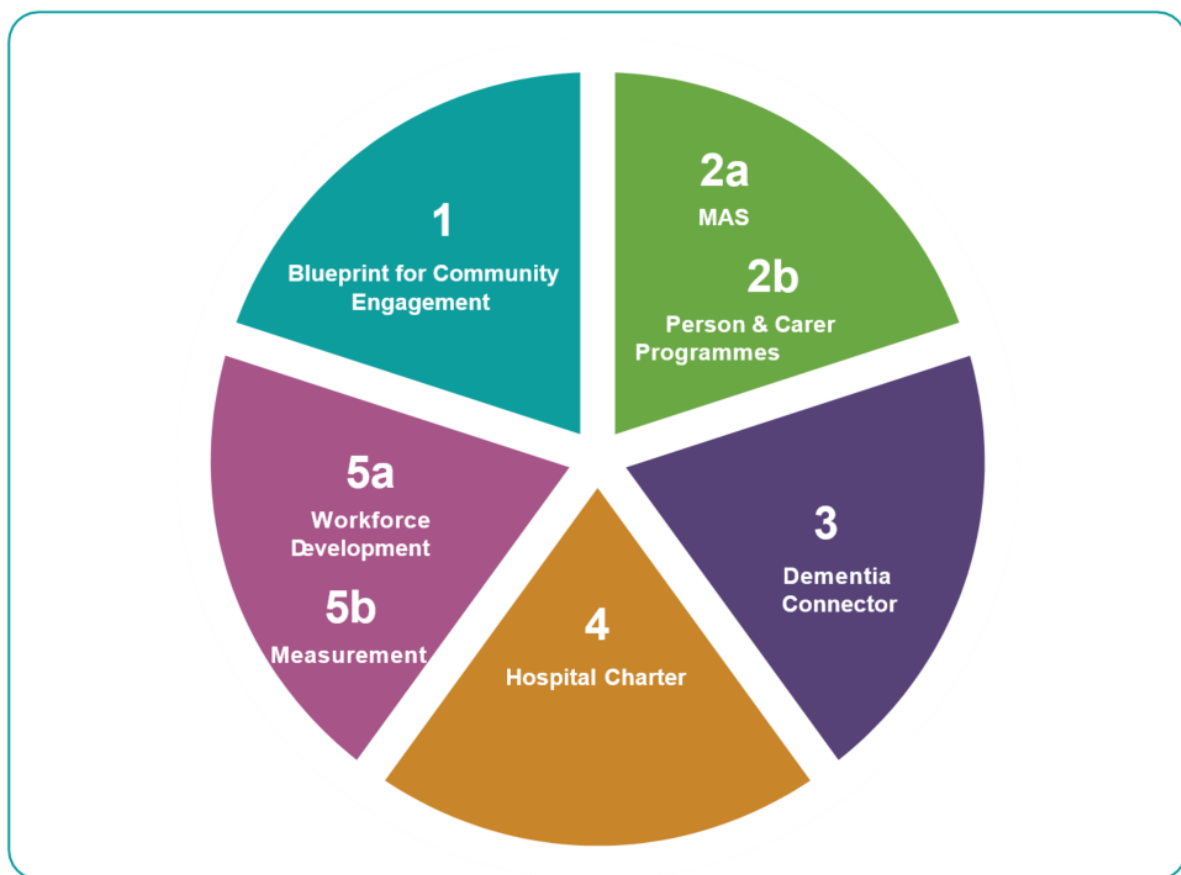
Regions can use the framework to enable a focus on planning, engagement, testing and spread and scale of improvements, looking to build more effective, system wide improvement capability that integrates with local and national priorities. The framework also ensures citizen involvement at a local level so that improvements are co-produced and achieve outcomes that matter to citizens.

Introduction

This document outlines a range of self-assessment questions that supports the regional workstreams in preparing for the All Wales Dementia Pathway of Standards delivery framework, (readiness and implementation programme of work). The questions will help each workstream get ready, identify areas of focus, along with ensuring support is in place to meet key requirements and the regions commitment to achieving the dementia pathway of standards.

Take some time to answer the questions. Keep in mind that this piece of work supports the workstream leads and membership to develop implementation plans, review existing processes and determine that the correct stakeholders are represented.

The responses to the questions will help with a regular review of progress going forward and to look back and assess achievements.

The diagram above illustrates the national and local workstreams that support the regional dementia board with readiness and implementation of the all Wales Dementia Pathway of Standards. Each workstream has a focus on a relevant selection of standards. The national workstreams are in place for regional leads and workstream members to engage with, ensuring there is a focus on shared learning, coproduction and development of resources to enhance dementia care across Wales.

1. Workstream 5 Focus Areas

Standard 17	All staff delivering care at all levels within all disciplines and settings, will have the opportunity to participate in person centred learning and development with support to implement into daily practice
Standard 20	Working in partnership the region will deliver on the requirements of the agreed data items (measurement workbook) for reporting and assurance

2. Connected areas to consider related to workstream focus

There are no connected areas which workstreams 5a and 5b specifically need to consider.

3. Questions for the workstreams to consider

This set of questions can help you to get ready, ensuring that you have all the necessary processes, membership and resources in place to support this workstream. The questions below are for consideration.

1. Do you have a lead(s) for dementia workstream 5 – who are they and if you have more than one, how can they work together?

2. Do you have identified, dedicated programme support? Admin support? That offers programme support to the workstream?

3. How will you ensure that people living with dementia and their carers are engaged, involved and coproducing in every stage of this work?

4. Have you engaged your Quality Improvement / transformation team or identified individuals to help with the standards related to your workstream. How are they going to support you?

   - Who and how can you get the Quality Improvement / transformation leads involved?

   - Is there anybody else within the teams, organisations and systems that might have skills and experience in Quality Improvement?

5. Who should be part of the workstream? Do you have the right membership to ensure delivery of the focus areas within the standards? Members can come from a wide range of representatives – see the Overarching Guide to National and Regional Workstreams document for further guidance.

6. Do you have a reporting template and mechanisms to support feedback to your regional dementia board (where responsibility for the dementia standards will sit)?

7. How will you link and connect with other workstream and areas to keep up-to-date with the other standards and pieces of work which may directly influence or be related to your workstream work?

8. How often will you meet as a workstream? When considering this be mindful that you may also need working groups to support the detail of the workstream. These will be identified as you work through the standards and start to drill down to the detail.

9. Does your workstream have a shared purpose, values and beliefs statement? Would you like support from Improvement Cymru to create a shared purpose, values and beliefs statement? This maybe a good starting point to support partnership working and informing the work.

10. What further support do you need as a workstream to support the standards programme?

4. Reporting and feedback

1. Who will the workstream lead/s be reporting to? Is there a clear structure and line of communication?

2. What networks will receive reports and updates? How are you going to feedback to other networks?

3. How frequently will you feedback on your progress to the dementia board, regional partnership board and other networks?

4. Is there a person responsible for this workstream sitting on the dementia board or regional partnership board?

5. Do you have representatives attending the national workstreams, meetings, networks and community of practice?

6. Consider what support you need.

5. Communication and publicising

1. Do you have a communications representative that links to the workstream? Do you have a communications plan??

2. How will you go about publicising the work of the workstream and the standards to:
    a) The public b) Organisations c) To the workforce?

3. What resources do you need to publicise the Dementia Pathway of Standards? What support will you need?

4. Will you be able to promote the standards on websites (health, LA, 3rd sector, other) and in any other forms of communications that you have?

5. How do you share good practice across your region and other regional partnership boards?

6. What support do you need?

7. Consider developing a regional taskforce approach to share, communicate and implement the workstream.

6. Activities for the workstream lead and others to consider to inform the work programme

1. Connect and find out more about the service areas / communities related with the standard e.g. community groups and services, hospital services and settings, mental health, learning disability, different disciplines and departments.

2. Understand the hospital and community infrastructure, services and systems that relate to the standards. To do this you might want to consider the following:

    *   Meet with teams, partners and organisations to understand the process, culture and systems

    *   Connect with people receiving and delivering the service to find out about their experience

    *   Analyse information and data already available from the service areas, clusters, organisations that relate to the hospitals and community you are working with

    *   Determine what you know and what you don't know

    *   Undertake engagement activities with the hospital community – people and groups

    *   Use a range of improvement tools such as process maps (map the areas which you know are problematic). Pareto Charts may help you identify where to focus improvement activity, driver diagrams to focus and generate ideas

- Plan and coproduce with all partners to achieve the identified aims

- Undertake a workstream values and beliefs exercise – this will determine the workstreams shared purpose and any differing views within the membership.

7. Other

1. Do you see any risks, have any concerns, or have any questions? Use the national leads and workstreams for support and advice.

2. Do you already implement any dementia-friendly initiatives? E.g. dementia care volunteers, IT technology, technology support etc.

3. Do people know about any dementia-friendly initiatives, do you know the impact of these initiatives – how can you build upon them, are they connected to this work stream?